

**SYSTEM AND METHOD FOR MONITORING A
COMMUNICATION AND RETRIEVING INFORMATION RELEVANT TO
THE COMMUNICATION**

ABSTRACT

[0063] A system, method, and computer readable medium for monitoring a communication, and providing users with information retrieved from one or more data sources that may be relevant to the communication. An information module monitors a communication associated with at least one remote client by receiving either all (or a portion of) the communication as input. The information module then analyzes the communication to filter out and produce a running list of words that may define the context or key topics of the communication. One or more of the topic words are then used as search terms in a search executed against one or more data sources. The search results may then be forwarded to the remote client in real-time, according to one or more specified parameters. In this regard, a user of a remote client does not have to formulate their own search terms, or even activate the search, while engaged in a communication. By coupling the information module to one or more data sources, a user of a remote client may be presented with access to knowledge reports of experts, various documents, information, or other resources relevant to the context of the communication to which they may currently be associated. This empowers the user with knowledge and expertise sources that match the evolution of the topic(s) of the communication.